



Refugee Mental Health and Wellness Coordinator

Full-time, Salaried

Position Summary:

The Refugee Mental Health and Wellness Coordinator assists refugees to access healthcare services and provides education around the U.S. healthcare system. The Coordinator is responsible for providing care coordination and ensuring timely medical follow-up. With an understanding of the intersection between mental and physical health, this position coordinates the implementation of mental health intervention programming.

Accountability:

The Refugee Mental Health and Wellness Coordinator is accountable to the Director of Refugee and Immigrant Services.

Qualifications:

- Bachelor's degree strongly preferred in Social Work, Psychology, Human Services, Healthcare and/or related fields.
- Six to twelve months of experience providing social services to refugees or immigrants preferred.
- Fluency in Swahili, French, Kinyarwanda, Kirundi, or Arabic preferred.
- Experience completing case notes and outside agency applications.
- Knowledge of the resources and programs available in Linn County and surrounding areas.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Strong decision-making skills and ability to work autonomously.
- Computer skills, including experience with Word, Excel, Power Point, Google programs, and databases such as Salesforce, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.
- Driver's license and personal transportation a must-have.

Responsibilities:

- Schedules health screenings and medical appointments for refugees and immigrants in a timely manner.
- Ensures appropriate referrals are made and followed through on.
- Identifies barriers and proposes solutions to facilitate medical compliance.

- Coordinates the implementation of mental and physical health intervention programming, education, and activity groups.
- Conducts outreach and intake as assigned.
- Supervises program participants individually or in groups.
- Secures information, such as medical, psychological, and social factors contributing to program participant's situation, evaluates these and program participant's capacities, and establishes appropriate service plan.
- Refers program participants to community resources and other organizations in accord with Catherine McAuley Center's policies and procedures.
- Compiles records and prepares statistical reports as required. Performs follow-up to determine quantity and quality of service provided to program participants.
- Completes accurately and in a timely manner all necessary forms, case records and statistical reports. Submits such documentation to the supervisor/manager within the designated time lines.
- Participates and contributes actively in regular supervisory and team, in-house training sessions, conferences, seminars and independent study.
- Adheres to professional standards as outlined by governmental bodies, NASW (and/or other appropriate professional associations), private funding sources, Catherine McAuley Center plans/policies and program guidelines. Participates in periodic evaluative reviews and/or in-house and external staff training to ensure that he/she understands and continues to adhere to such standards.

General Agency Duties

- Be able to explain CMC program information to students, tutors or others in the community.
- Present a positive image of the Center and its programs
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist in volunteer recruitment efforts.
- Assist with CMC fundraising efforts as needed.
- Serve on CMC event committees as needed
- Maintain clean and organized facilities including the storage and archives
- Assist with the shared staff responsibilities for security of the clients/volunteers and building
- Perform other duties as requested/assigned

Physical Work Requirements

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/ or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date

Date Established: September 1, 2021